

SIGN IN WEB BROWSER ACCESS INSTRUCTIONS

Open your browser and access the SmartFindExpress Sign In page. Review the messages above the Sign In. Enter your Access ID and PIN. Review additional announcements on your home page, if any.

PIN REMINDER

The "Forgot your PIN?" link supports users who want to log into the system, but have forgotten their PIN. When this link is selected, the system displays the PIN Reminder Request page. The user's Access ID and the security code being displayed must be entered on this page. **Note:** You must be registered with the system to use this option.

If the submitted information is valid, the system sends the user an email containing their PIN. This information will enable the user to successfully log into the system. The email is sent to the email address in the user's profile. If the submitted information is invalid, the system will return an error message and allow new information to be entered.

TO CREATE AN ABSENCE

Choose the *Create an Absence* link

Important Note: Items in Bold are required to complete an Absence and receive a Job Number.

- **Select the Location**
- **Select the Classification**
 - Choose from the drop-down menu
- **Select the Reason for this absence from the drop-down menu**
- Enter Budget Code, if applicable
- **Indicate if a substitute is required for this absence**
 - Choose Yes or No
- **Select Start and End Dates for your absence**
 - Enter the dates with forward slashes (MM/DD/YYYY) or use the calendar icon
- **Select Start and End Times for your absence. Default times are listed**
 - To change defaults, enter time in HH:MM am or pm format
 - Ensure that the correct time is entered. If the times for the substitute are different than the absence times, please enter the adjusted times
 -
- Multiple Day (Recurring) Absence. Select the *Modify Schedule* button.
 - Your default work schedule is shown. Remove the checkmark(s) from the Work Days boxes that do not apply to this absence
 - Modify daily schedule and/or times for absence and substitute
 - Select the *Continue* button
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- Request a particular substitute
 - Enter the substitute's access ID number or use the Search feature to find the substitute by name

- Indicate if the requested substitute has accepted this job
 - Yes = substitute is prearranged and will not be called and offered the job
 - No = call will be placed and the substitute will be offered the job
- Enter special instructions for the substitute to view
- Add File Attachment(s) to the job record, if desired. Up to 3 files can be added. The attachments can be lesson plans, slides, images or other file types. Files cannot exceed the maximum per file size limit.
- **Select the Continue button**
- **Select the Create Absence button to receive a Job Number. Please record this Job Number.**

TO REVIEW/ CANCEL ABSENCE OR MODIFY SPECIAL INSTRUCTIONS

Choose the *Review Absences* link to review past, present and future absences or to cancel an absence.

Follow these steps

- Select the format for absence display: List or Calendar view.
- Search for Jobs: Enter specific date range (MM/DD/YYYY) or Calendar icon, or enter job number or leave blank to return all your absences
- Select the *Search* Button
- Select the *Job Number* link to view job details on future jobs

From the Job Details screen

- Special instructions can be updated on future jobs. Modify the special instructions and select the *Save* button
- To cancel your job, select the *Cancel Job* button
- If a substitute is assigned to your absence and you want the system to notify them of the job cancellation (by calling them), place a checkmark in the box prior to the question "Notify the Substitute of Cancellation?"
- Select *Return to List* button to return to the job listing

SIGN OUT AND WEB BROWSER INFORMATION

At any time during the session, the *Sign Out* link can be selected to end the session and disconnect from SmartFindExpress. Selecting the browser's back button or going to another site on the Internet does not disconnect the session from SmartFindExpress.

To ensure security and privacy of information, use the *Sign Out* link to disconnect from SmartFindExpress, and close the web browser when you finish with your session.

Important Note: Do NOT use the browser's BACK button to navigate to screens. Navigation buttons are on the bottom of SmartFindExpress screens, such as the *Return to List* and *Continue* buttons.



<https://www.subservice.ocmboces.org>
subservice@ocmboces.org
315-433-2640 (Automated)
315-433-2606 (System Operator)

Employee Quick Reference Card

Access ID # _____

PIN # _____

TO: Employee
FROM: David Cirillo and Patricia Berry
DATE: 2008-2009 School Year
SUBJECT: Automated Substitute Call-In Service

Welcome to the OCM BOCES Automated Substitute Call-In Service. Because your school district subscribes to our service, you will need to report your absences to our automated system.

You have been issued an Access ID number which will be used to register. Both the Access ID and PIN number are used in conjunction to access the system. Please keep these numbers in a place that is readily accessible to you.

You will have the option to report absences (or review past, present, or future absences) via telephone at (315) 433-2640 or the Internet at <https://www.subservice.ocmboces.org>. The prompts on both the telephone and Internet are intuitive and self-explanatory; however, this user guide has been created to provide you with more detailed information.

Again, welcome to the OCM BOCES Automated Substitute Call-In Service. This system is easy to use, and we are sure it will prove to be an invaluable tool. Please do not hesitate to e-mail any questions to subservice@ocmboces.org.



THE SYSTEM CALLS SUBSTITUTES DURING THESE TIMES:

	Today's Jobs	Future Jobs
Weekdays	Starts at 5:45 am and continues until 25% of completion of job	6:00 - 10:00 pm
Saturday	None	None
Sunday	None	6:00 - 10:00 pm
Holidays	None	6:00 - 10:00 pm

TELEPHONE ACCESS INSTRUCTIONS

1. Enter your **Access ID** followed by the star (*) key
 2. Enter your **PIN** followed by the star (*) key
- (If you do not have a PIN, enter your Access ID again, when prompted for your PIN. You will then be able to enter a new PIN to use.)

REGISTRATION

1. Record your name followed by the star (*) key
PRESS 1 to Accept
PRESS 2 to Re-enter
PRESS 9 to Exit and hang-up
2. Hear your work locations and job descriptions. If they are not accurate, contact the help desk.
3. If your PIN is the same as your Access ID, enter a new PIN
Enter a PIN at least six (6) digits in length followed by the star (*) key
PRESS 1 if Correct
PRESS 2 to Re-enter
PRESS 9 to Exit and hang-up

MENU OPTIONS

- 1 – Create an Absence
 - 2 – Review, Cancel Absence or Modify Special Instructions
 - 3 – Review Work Locations and Job Descriptions
 - 4 – Change PIN, Re-record Name or Change Language Preference*
 - 9 – Exit and hang-up
- *If multiple languages are configured

WORK AT MULTIPLE LOCATIONS?

If you **pressed 1** to Create an absence

1. Enter the location code followed by the star (*) key or wait to hear a list of locations
2. **PRESS 1** to Accept location choice
PRESS 2 to Re-enter
PRESS 9 to Exit to menu options

1- TO CREATE AN ABSENCE

1. Enter dates for the absence
PRESS 1 if the Absence is only for today
PRESS 2 if the Absence is only for tomorrow
PRESS 3 to Enter the dates and times for the absence
PRESS 9 to Exit to menu options

2. If you pressed 3 to Enter Dates and time
Enter Start Date
PRESS 1 to Accept the date offered
PRESS 2 to Enter start date
Enter two digits for the month and two digits for the day (MMDD)
PRESS 9 to Exit to menu options

For all options

- Enter Start Time
PRESS 1 to Accept offered time
PRESS 2 to Enter time
Enter two digits for the hour and two digits for the minutes in HH:MM format. Enter 1 for am or 2 for pm
PRESS 9 to Exit to menu options
Repeat procedure for end date and time

3. Enter the reason from page 1 followed by the star (*) key or wait for a list of reasons
PRESS 1 if Correct
PRESS 2 to Re-enter
PRESS 9 to Exit to menu options
4. Record Special Instructions
PRESS 1 to Record special instructions. Press the star (*) key when done
PRESS 2 to Bypass this step
5. Is a Substitute Required?
PRESS 1 if a substitute is required
PRESS 2 if a substitute is not required
PRESS 9 to Exit to menu options

6. If you **pressed 1**, a substitute is required
PRESS 1 to Request a particular substitute
Enter the substitute access ID, followed by the star (*) key
PRESS 1 to Accept requested substitute
PRESS 1 if the Substitute should be called
PRESS 2 if the Substitute has already agreed to work and does not need to be called
PRESS 9 to Exit to menu options
PRESS 2 to Re-enter
PRESS 2 to Bypass requesting a substitute

7. Complete Absence
PRESS 1 to Receive the job number
Record the Job Number. The Job Number is your confirmation.
PRESS 1 to Hear the job number again
PRESS 9 to Exit to menu options
PRESS 2 to Review absence information

2 - TO REVIEW/CANCEL ABSENCE OR MODIFY SPECIAL INSTRUCTIONS

1. Hear the job information
PRESS 1 to Hear absence information again
PRESS 2 to Modify special instructions

PRESS 3 to Cancel the absence
PRESS 8 to Hear the next absence
PRESS 9 to Exit to menu options

2. If you **pressed 2** to Modify special instructions
PRESS 1 to Delete
PRESS 2 to Re-enter
Record instructions. Press the star (*) key when done
Hear the new instructions
PRESS 1 if Correct
PRESS 2 to Re-enter
PRESS 9 to Exit
PRESS 9 to Exit and hear next absence
3. If you **pressed 3** to Cancel the job
PRESS 1 to Confirm the cancellation request
If a substitute is assigned to the absence
PRESS 1 for the System to call the assigned substitute
PRESS 2 to Not have the system call the substitute
PRESS 9 to Exit and hear next absence
PRESS 9 to Exit and hear next absence (without canceling)
Once you confirm a request to cancel the job, you **MUST** wait for the system to say "*Job Number has been cancelled.*"

3 - TO REVIEW WORK LOCATIONS AND JOB DESCRIPTIONS

1. Hear a list of your work locations and job descriptions

4 - TO CHANGE PIN OR RE-RECORD NAME

1. **PRESS 1** to Change your PIN
PRESS 2 to Change the recording of your name
PRESS 3 to Change Language Preference
PRESS 9 to Exit to menu options
2. If you **pressed 1** to Change your PIN
Enter a new PIN at least six (6) digits in length, followed by the star (*) key
PRESS 1 if Correct
PRESS 2 to Re-enter
PRESS 9 to Exit to menu options
3. If you **pressed 2** to Change the recording of your name
Record your name. Press the star key (*) when done
PRESS 1 to Accept
PRESS 2 to Re-record name
PRESS 9 to Exit to menu options